

IOWA COMMUNICATIONS NETWORK PERFORMANCE PLAN

FY 2015

Name of Agency: Iowa Communications Network			
Agency Mission: Through Iowa's broadband infrastructure and partnerships, broker access for Iowans to acquire the highest quality education, medical, judicial and governmental Broadband telecommunications services.			
Core Function	Outcome Measure(s)	Outcome Target(s)	Agency Goal(s)
Core Function: Public Broadcast and Telecommunication Services			Goal: Operate the network in an efficient and responsible manner proving the most economical service.
			Goal: Ensure customer network capacity needs are met while achieving optimal utilization of all network facilities.
Desired Outcome: To provide management of advanced telecommunications services meeting or exceeding authorized user's expectations in partnership with the private industry.	Percentage of customers surveyed who indicate satisfaction with the ICN Service Desk/Network Operations Center (NOC) experience. (336-55-011)	85% of customer survey respondents indicated some level of satisfaction with the Service Desk/NOC.	Goal: Enable customers, stakeholders, partners and end users to achieve satisfaction with the ICN and capabilities of Broadband available through ICN in partnership with private sector entities.
	Percentage of customers surveyed who are satisfied with ICN Services: Voice (336-55-014) Video (336-55-013) Data (336-55-017) Internet (336-55-016)	80% of customer survey respondents indicate some level of satisfaction with ICN services.	Goal: Ensure Iowans have access to essential Broadband services through partnerships and sharing of resources with private sector entities.

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
Budget Org #0645-336 DATA, VIDO & VOIC Order performance (336_55101)	Percentage of customer orders completed on or before the due date. (336_55101_004)	95%	Enable efficient service delivery to customers through establishing and maintaining an effective business process.
	Percentage of invoices delivered by the fifth business day of each month. (336_55100_005)	95%	
	Percentage of error free invoices delivered each month. (336_55100_002)	85%	
	ICN's monthly quick ratio – The ability of the agency to use its near cash or quick assets to extinguish or retire its current liabilities immediately. (336_55100_006)	1.5	
Budget Org #0645-336DATA,VIDO & VOIC Network management activity (336_55102)	Percent of error free designed circuits. (336_55102_005)	90%	Maintain effective and efficient network operating systems.